# Technology Advisory Group

Board Room – District Office, Room 102

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for September 5, 2019**

**Members Present:** Dane Clacken, Tammy Cottrell, Jesse Gonzalez, Susan Hoang, Dean Hopkins, Scott James, Cherylee Kushida, Daniel Oase, Alfonso Oropeza, Randy Scott, John Steffens, Pat Weekes, Juan Briseno – SAC Student

**Members Absent:** Jim Kennedy, Sergio Rodriguez, Garradan Simmons - SCC Student

**Guest:** Jordan Clark, Stuart Davis

**Discussion**

1. Call to Order
   * Meeting called to order at 2:30 p.m.
2. TAG introductions, membership, responsibilities and purpose

* Brief introductions by attendees were made.
* Mr. Gonzalez went over the structure of Participatory Governance Committees on a district level and the significant role of each advisory committee.
* Responsibilities. Modifications were proposed as follows:
  + Include some form of bilateral communication; information needs to be reported back to each constituency and brought up for discussion.
  + Add planning and development of policy as instrumental role of TAG.
* Membership: Mr. Gonzalez expounded on how TAG membership is structured on the Planning and Design Manual, which was last updated in 2013. There is a misalignment with the current membership. Several modifications were proposed:
  + Student representative appointed by each ASG President from Santa Ana College and Santiago Canyon College.
  + Director of Student Information Services from Santa Ana College and Santiago Canyon College.
  + Two faculty representatives, one being the co-chair of SACTAC and the other, the co-chair of SCCTEC, appointed by the Academic Senate. (Faculty co-chair rotates between SAC and SCC).
  + Two Distance Ed coordinators or other faculty member as designated by the Academic Senate as the recommended representation.
  + Two Continuing Education representatives from CEC and OEC. There were questions on how Continuing Education representatives are designated. Mr. Gonzalez will look for guidance on this.
  + Three of the ITS Directors to be added as members and one as alternate.
  + Administrator representative from District may have to be appointed by Chancellor’s Cabinet level to be consistent with other designations. Mr. Gonzalez will look for guidance on this.
  + Mr. Gonzalez will develop a draft for review at the next meeting.

1. Districtwide Technology Initiatives 2019-2020 Adoption - ACTION

* Mr. Gonzalez presented a recap of the technology planning framework final updates and reminded the group that the goals, themes and initiatives were approved during the May 2019 meeting.
* Mr. Gonzalez called for a motion to approve the adoption of the Districtwide Technology Initiatives 2019-2020. A motion to approve was made by Mr. Steffens, seconded by Ms. Hoang and approved unanimously.
* Mr. Gonzalez will provide an updated Master Technology Plan including the changes approved.

1. Technology Update – Colleges

SAC – J. Steffens

* Mr. Steffens provided the roadmap for Guided Pathways technology projects for the remainder of the Grant term ending year 2022.
* Starfish was selected as the case management system at SAC. This system consists of four components, one of which is predictive analytics, will provide a centralized repository for student success and intervention information.
  + Implementation process will include weekly meetings joined by Starfish consultants, RSCCD ITS team and campus operational teams.
  + The contract is currently being prepared for approval by the Board of Trustees at their October meeting.
  + Full implementation target date is Spring 2020.
  + SCC has expressed interest and possibly adopting Starfish in a couple of years.
* SAC website re-design project has begun with Guided Pathways subsites being worked on first. Will go live before the Guided Pathways Career and Academic Fair in November. Other sections will be completed thereafter.

Mr. Oropeza shared several project updates accomplished by the ITS team at SCC.

* Deployment of Windows 10 updates is 99% complete.
* 32 Apple workstations are scheduled to be replaced with HP computers.

1. ITS software and hardware maintenance renewal contracts for 2019-2020 – Mr. Gonzalez went over some areas briefly. Renewal expenditures are funded by ITS operational budget.

* Colleague cloud contract renewal. Mr. Gonzalez reported on the increasing cloud contract renewal cost we are faced with and shared the following:
  + System down issues being experienced were due to lack of system resources (processing, power, memory, disk space) when we migrated to the cloud.
  + As a resolution, we requested to upsize/increase our processing power in order to sustain our needs. Initial request was to match what we had on-premises. Ellucian provided system resources exceeding what we had on-premises. Ellucian was absorbing the additional consumption cost for a while. Ellucian recently informed us that they would be passing this cost to us.
  + Provided renewal cost comparison (Cost without early renewal, one year resize cost and five-year early renewal contract cost). We are in the final year of a five-year contract with a monthly cost of $29,500.
  + Mr. Gonzalez stated that the additional costs were not budgeted for and are due to the high processing power required by customizations and the misalignment with the Ellucian cloud team, which expects a non-customized system in the cloud.
  + At this point, the one year resize contract cost of $712,320 seems to be the most fiscally responsible choice, with ITS absorbing the costs for the first year. This will give us enough time to remove customizations, assess the service delivery from Ellucian and explore alternatives to make the most feasible decision.
  + Ms. Hoang expressed concerns with Ellucian and the issues we have experienced with their system. Mr. Gonzalez explained that the issues we are facing are not related to the application but to service delivery after our move to the cloud.
  + Ms. Kushida asked to get some information on alternative ERP solutions to inform the committee.
  + Discussions ensued.

1. Self-Service and portal update – Tabled for next meeting
2. Approval of TAG Minutes – May 2, 2019

* Mr. Gonzalez called for a motion to approve the TAG Minutes of May 2, 2019 meeting. A motion to approve the minutes was made by, Mr. Steffens seconded by Mr. Oropeza. Ms. Cottrell, Mr. Oase and Randy Scott abstained as they were not present at the last TAG meeting

1. Other

* No topics were discussed

**Informational Handouts**

* District Participatory Governance & TAG Membership (excerpts)
* Technology Planning Framework
* ITS District Wide Initiatives 2019-2020
* Technical Project Roadmap for Guided Pathways
* ITS Contract List 2019-2020 & Colleague Cloud Contract Renewal
* Self-Service Transition

**Next Meeting Reminder: October 3, 2019; Board Room (DIST-107)**

**Adjournment**

The meeting was adjourned at 4:05 p.m.